Social Media in the Workplace – Test

Name: _____ Date: _____

Part 1: Multiple Choice

1. Which platform is primarily used for professional networking?
A. Instagram
B. TikTok
C. LinkedIn
D. Facebook

2. What should you avoid posting on company social media?
A. Helpful information
B. Confidential data
C. Professional updates
D. Announcements

3. Why is tone important on social media?
A. It affects company image
B. It saves time
C. It entertains users
D. It increases passwords

4. Which action best represents professionalism on social media?
A. Arguing with customers online
B. Posting personal opinions on company pages
C. Responding respectfully and calmly
D. Ignoring all comments

Part 2: True or False

5. Personal social media activity can impact your professional reputation. True / False

6. Strong passwords and privacy settings help protect company accounts. True / False

Part 3: Short Answer

7. List two best practices for using social media in an office setting.

8. Why is LinkedIn important for career readiness and professional growth?

Part 4: Workplace Scenarios

9. A customer leaves a negative comment on your company's social media page. What is the most professional response?

10. Your coworker asks you to post an unapproved message on the company account. What should you do and why?

Answer Key (Instructor Use)

1. C – LinkedIn

2. B – Confidential data

3. A – It affects company image

4. C – Responding respectfully and calmly

5. True

6. True

7. Sample answers: Follow company policy; maintain professional tone; protect confidentiality

8. Sample answers: Networking; job opportunities; professional branding

9. Sample answer: Respond politely, acknowledge concern, and escalate according to company policy

10. Sample answer: Do not post; follow approval procedures and company policy

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